

## Customer Support Center opens

Since the first call for help was received on opening day March 4 at 7 a.m., Compaq Customer Support Center representatives have made sure our customers are completely satisfied with the company's technical support.

The Customer Support Center in CCA12 and 13 on the main campus in Houston is a huge success. The center is available to all Compaq North American endusers who need free general product information and technical support. For those who need more technical networking and connectivity information, a Compaq customer support representative is a phone call away once a Compaq Telephone Support Agreement is purchased.

### Hitting home runs

The customer support representatives were busy during opening day — answering 606 calls for assistance. But, they were prepared. Since the center opened, Nemo Azamian, Manager of Customer Support, says all calls have

been successfully fielded without causing delays or problems within the company.

Questions from all over the United States and Canada have been coming in, dealing with various topics. Basic DOS, setup, the COMPAQ product line, third party products, CAD/CAM questions, BASIC language and the COMPAQ SYSTEMPRO have all been subjects of customer queries.

"The key is to make sure we hit a home run with every customer," Azamian says. "We don't let a customer get off the phone until he or she is entirely satisfied."

To make sure that French-speaking Canadian customers are comfortable in seeking the company's help, a support representative who's fluent in French has been hired.

### Customers applaud

Judging from customer response, Compaq support representatives have

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Red, orange and yellow balloons highlighted the opening of the new Compaq Customer Support Center.

### Company's largest donation to arts organization

## Foundation underwrites Svengali

The Compaq Computer Foundation, the company's charitable organization, has contributed \$100,000 to support the Alley Theatre's world premier production of *Svengali*. It's the largest cash donation the Foundation has ever made to an arts organization.

The Foundation has frequently supported Houston's Alley Theatre, but has never made such a large cash gift.

"We were very impressed with the Alley's production of *Jekyll & Hyde* last season," says Jim Eckhart, President of the Foundation. "We are happy to be able to support the Alley in its attempts to develop new music theater

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## Madrid sales office in design stage

Compaq architects and engineers are working with their counterparts in Madrid, Spain, to build the first company-owned sales and marketing office. All other sales offices are leased.

Economic studies of the area found that it costs much less to construct a new building than to lease existing space in Madrid. Cost efficiency was the motivating factor in the decision to purchase land in Las Rozas, an office park under development outside Madrid. This was done in the third quarter of 1990.

The Spanish culture was also a factor in the decision. For a foreign company to be successful in Spain, it is important to demonstrate permanence and dedication to the community.

The Compaq Facilities group is working with a team of Spanish architects, engineers and a project management group in the development and construction of the sales office. The Compaq group is coordinating work on the schematic design, which began early this year. The schematic design describes the basics of the building, such as the size, shape and location of other major elements, including entrances, restrooms, elevators, etc.

The local Madrid architects and

engineers will develop this preliminary design and produce the construction documents or a "blueprint." This way, time and money won't be lost in learning Spanish building codes and other regulations and customs.

Construction is slated to begin in the summer and the first phase of the project should be complete within a year. This phase calls for 45,000 square feet of office space — the approximate equivalent of two floors of a Compaq Houston administration building. Phase I will accommodate 130 people.

Phase II will contain about 35,000 square feet and will bring the total number of employees to approximately 250. The entire project will be complete by 1995.

The Compaq Madrid sales office will have similar characteristics to other company-owned buildings. Many windows, barrel vaults and other details which make Compaq buildings unique will be used. Spanish design elements will also be incorporated.

The Las Rozas development offers magnificent views of nearby mountains and the Compaq building is being designed to take advantage of such beautiful surroundings. As in all Compaq

Facilities projects, the Compaq Madrid office will be built with energy conservation in mind — especially since energy is much more expensive in Europe than in the U.S.

The first Madrid employees are scheduled to occupy the new facility during the third quarter of 1992.

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# *"Suggestion Bank" contest winners receive trip* Canadian employees visit Houston

Four lucky Compaq Canada employees were treated to a trip to Houston last month as winners of a "suggestion bank" contest.

Although the suggestion bank was open to all employees, only employees who are not part of the sales or management staff — employees whose responsibilities don't normally call for a trip to Houston — were eligible for the trip.

Entrants submitted suggestions on how to improve their jobs, department or the company. Suggestions ranged from changes in the method and frequency of employee performance appraisals to installing a dishwasher in the lunchroom. Suggestions that have already been implemented have resulted in improvements for processing expense reports; improved telephone courtesy; enhanced employee communications; better seed pool administration; and a more effective Dealer Locator Service. All suggestions will be considered.

Four winning names were drawn randomly by Rod Canon, Compaq CEO, during the subsidiary's fifth year anniversary meeting late last year. The winners received a three-day trip to Houston plus spending money. The winners were Elizabeth Irwin, Training Coordinator, Field Support; Denise



*A highlight of the Canadian employees' Houston visit was a tour of the manufacturing facilities.*

Simpson, Sales Secretary, Calgary office; Mike Sousa, Shipper/Receiver, Distribution; and Sue Starks, Sales

Secretary, Toronto office.

While in Houston, the winners took a tour of Compaq headquarters, went to

the Houston Livestock Show & Rodeo and took a side trip to the nearby beaches of Galveston Island.

## Serving up Compaq quality

*The new year kicked off many advertising campaigns touting COMPAQ products. One of the most recent in the U.S., the "Serves You Right" ad, is aimed at computer buyers interested in "downsizing" — replacing mini and mainframe computers with personal computer servers — and networks or multiuser systems. This and other advertisements run in business, connectivity and MIS/enthusiast publications. The Wall Street Journal, Forbes, Business Week, New York Times, Communications Week, PC Week and Byte are just some of the magazines where Compaq ads are found. Many advertisements are also placed in major airlines' inflight publications and on airport dioramas in major cities.*

Your personal computer networks are growing. In size, in number and in importance to your company.

Downsizing—allocating the workload of a mini or mainframe to a personal computer server—has become an attractive way of making information processing more efficient. In cost. And in resource management.

All this makes the choice of PC servers more critical. All the more reason to look at Compaq.

At Compaq, we approach connected computing from your point of view. Not ours. That's why our hardware solutions are designed to meet *your* needs. For optimized performance. Seamless compatibility. Flexible multivendor solutions. Unquestionable reliability. And complete technical support.

The COMPAQ SYSTEMPRO Family of PC Systems is just one powerful example. Since its introduction, it has literally defined a new class of server personal computers.

It offers a series of unprecedented innovations, including the power to use multiple Intel 486 and 386 microprocessors. A 512-Kbyte ServerCache design. A high-speed EISA expansion bus that eliminates network bottlenecks. Drive array technology that lets multiple users access data simultaneously. And a range of data security features.

It also expands to meet the needs of your network or multiuser system. You can use up to 11 expansion slots, store up to 4.28 gigabytes of data and add up to 256 megabytes of memory.

All of these innovations give the COMPAQ SYSTEMPRO the technical muscle to excel in a range of server functions. From resource sharing to departmental database management and client-server applications.

The COMPAQ SYSTEMPRO also represents a price/performance breakthrough for companies that are migrating applications from their minicomputer or mainframe to the power of a personal computer server.

At Compaq, network performance also means delivering the highest possible levels of reliability and compatibility. We ensure this through exhaustive compatibility and reliability testing. And through unique partnerships with industry leaders like Banyan, Microsoft, Novell and The Santa Cruz Operation (SCO).

These partnerships allow for joint product development, testing and support, creating solutions that are optimized to work together now and in the future. So your company can work together. Faster. And better.

Our commitment to connected computing has not gone unnoticed. *Systems Integration* magazine readers named Compaq the 1990 Hardware Manufacturer of the Year, awarding the COMPAQ SYSTEMPRO winner in both file server and multiuser PC categories. *PC Magazine* also gave it top marks for technical excellence in the PC category.

You'll find the same attention to detail in the COMPAQ DESKPRO 486/33L and COMPAQ DESKPRO 386/33L Personal Computers. These powerhouses are ideal servers for your smaller networks or for less demanding applications.

To see which COMPAQ server is right for you, call your Authorized COMPAQ Computer Dealer. Our dealers are trained to build integrated multivendor solutions using the best connectivity hardware and software. And since each offers different levels and areas of expertise, you can choose the one that best fits your needs. The result: a multivendor solution that will serve you right. For the nearest Authorized COMPAQ Computer Dealer, just call 1-800-231-0900, Operator 142. In Canada, please call 1-800-263-5868, Operator 142.

It simply works better.

**COMPAQ**



## Customer Support Center opens

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been successful. If a clear-cut answer is not possible, the representative will make sure the customer has various alternative solutions to the problem.

One such customer is Allen Burk of Lomas Information in Dallas. Burk says there was not an answer to his question, but that he was more than satisfied with the assistance he received from Compaq. He phoned the center to get the switch settings to change an old 3MB Everex memory card from expanded memory to extended memory. After trying various settings, it was obvious he could not run the third-party memory card with his COMPAQ DESKPRO 386s and Lotus spreadsheet software.

"They were great," he says of the customer support representatives. "The people are really knowledgeable

and they really helped me." He adds that he is in the process of buying a new memory card.

Jeff Low, of Shell Oil Co. in Houston, got the help he needed when he called the Support Center.

Low called because the COMPAQ Expanded Memory Manager (CEMM) on his COMPAQ LTE 386s/20 was not utilizing its memory efficiently. Low explains that the CEMM just wasn't able to handle the applications he was running. Compaq representatives suggested various settings, but finally had to recommend a third-party QEMM. He adds that he understands that Compaq provides many specialized products for its hardware, but that it's impossible to satisfy every need.

"I certainly got help. Although it wasn't a Compaq solution, I was very impressed," Low says. "I thought the

people on the line were very helpful and patient. They called me back a few times with different solutions."

Low is a dedicated Compaq customer. He is the PC Coordinator for the Land Department at Shell in Houston. He says his company supplies IBM PS2/80s for its employees. However, Low says he and his co-workers not only wanted portable PCs, but they wanted COMPAQ PCs. So, he arranged for the newest COMPAQ notebook PCs for his department.

According to Prudence Konikoff, Communications Program Manager for Customer Relations, some customers are even calling the line to thank the company for



Getting ready.



Celebrating opening day.

offering the free service and to applaud the company's products.

### Specialists

Although the group had only a short time to prepare for the Center opening, Azamian says things are going very smoothly. The representatives are learning the ropes and can often answer customer questions without even looking up the answer. These Compaq employees have attended many training sessions and most have additional education that helped expand their knowledge of COMPAQ products.

If a support representative does not know the answer off the top of his or her head, there are many available resources where the answer can be found. The most useful resource is QuickFind, the CD-ROM reference tool which contains all COMPAQ product information.

Also, Azamian says, there is much give and take among the representatives and the open environment allows for easy exchange of information. Conference calls with company experts are also used to reach more complex solutions.

"It's uplifting to see all of these employees working together to get this off the ground and sustain the support," he says. "This service is going to make a great deal of positive difference in the way we are perceived by the end user community. We're all working together to make it a success."



Doug Johns, Vice President of Marketing, and Rhonda Veal, Customer Support Representative, help answer a customer's question.

## Products voted top file servers, best notebook

The COMPAQ SYSTEMPRO PC System and the COMPAQ DESKPRO 386/33 swept top honors for file servers in *LAN TIMES*' survey of network managers. The COMPAQ SYSTEMPRO also won first place in the Network Server category of the *INFOWORLD* Product of the Year Awards readers' poll.

The COMPAQ LTE 386s/20 was named best portable/notebook in the *INFOWORLD* contest, continuing an award-winning tradition that since 1984 has included approximately 100 first-place product awards voted by the readers and editors of nearly 40 computer trade and business publications.

The COMPAQ SYSTEMPRO 486 ranked first in *LAN TIMES*' 486-based file server category, while the COMPAQ SYSTEMPRO 386 and the COMPAQ DESKPRO 386/33 won first and second

place respectively in the 386-based file server category.

Compaq products also captured three of the trade magazine's Readers' Choice Awards last month.

"Compaq and other recipients of these Readers' Choice Awards have captured the mind share of the networking industry's key buyers and influencers," said David Buerger, Editor-In-Chief, *LAN TIMES*. "High-quality, high-performance PC server products like the COMPAQ SYSTEMPRO have propelled Compaq into a position of confidence with *LAN TIMES* readers."

More than 1,200 readers responded to the magazine's third annual survey last fall. Respondents chose their favorite products in a number of categories including 386- and 486-based file servers, client/server operating systems, storage systems and E-mail software.

"Compaq pioneered the development of high-performance, multiple-processing PC systems with the introduction of the COMPAQ SYSTEMPRO in 1989," said Kevin Bohren, Vice President, Corporate Communications, Compaq. "These awards, combined with strong first-year sales, are evidence of the success of the COMPAQ SYSTEMPRO in the network server market."

The *INFOWORLD* Product of the Year Awards ceremony was held early this month in California. These awards were based on a survey of readers, who were asked to select the best new hardware and software products or significant upgrades introduced over the past year. A surprising 5,600 readers responded to the poll.

"These *INFOWORLD* awards further establish Compaq as a technology

market leader," said Michael J. Miller, Editor-In-Chief of *INFOWORLD*. "The COMPAQ SYSTEMPRO has set a standard in the world of high-performance network file servers. The COMPAQ LTE 386s/20, with its increased power and speed, has built on the success of the COMPAQ LTE 286, last year's winner in the portable/notebook category."

The *INFOWORLD* award is the sixth first-place product award won by the COMPAQ SYSTEMPRO.

"This winning track record, combined with outstanding sales success, confirms the COMPAQ SYSTEMPRO as a leader in its product class," Bohren said. "Additionally, *INFOWORLD* readers acknowledged the COMPAQ LTE 386s/20 as the best notebook PC in the market today, recognizing its unmatched performance, which has been proven by independent benchmark testing."



# Compaq, TI join forces to meet ASIC challenge

The Compaq and Texas Instruments customer/supplier relationship was put to a test late last year and, using Total Quality Commitment techniques, passed with flying colors.

TI is the company's sole supplier for several application specific integrated circuit (ASIC) devices used in new computer products. Last August, Compaq and TI faced daunting technical and production problems when TI ran into difficulties delivering the large quantities

***The technical problem that proved most daunting involved coplanarity – the technique of evenly placing several elements on a single surface.***

of custom devices Compaq needed to keep the manufacturing lines running on schedule.

## Quality commitment

Jackie Gross, Compaq ASIC Quality Engineer, met with TI representatives at their assembly plant in Hatogaya, Japan, to work out a solution and lay the foundation for a long-lasting relationship based on quality. This meeting was held before production of products using the ASIC devices began, to gauge capabilities of high-volume testers for the new devices.

"We're working a lot closer on the development of new products than we did," she says. "In August, we were able to do some work in advance of production to prove that the next generation was not going to be a problem."

The technical problem that proved most daunting involved coplanarity – the technique of evenly placing several elements on a single surface. Perfect coplanarity in ASIC devices exists when all 160 "legs" rest evenly on a table top. With tighter specifications than industry standards, Compaq places great emphasis on coplanarity. If the legs of a surface-mount device are as little as four mils "off the table top," they will not

***We had two different machines and two different machines aren't going to measure the same.***

solder to a circuit board correctly.

"We knew that what Compaq calls four mils wasn't necessarily what TI was calling four mils, so we had to understand the difference between the two," explains Jim Williams, Compaq Senior Supplier Quality Engineer. "We had two different machines and two different machines aren't going to measure the same."

## Working together

Synchronization of the two testing

machines – one in Houston and the other 12,000 miles away in Hatogaya – was a challenge for Jeff Ilseman, leader of TI's Compaq Quality Improvement Team (QIT).

After meeting with Williams and Gross in Houston, Ilseman traveled to Japan to analyze the TI assembly site's

***...joining forces to attack problems opened new lines of communication between the two companies.***

testing processes. Then, the TI employee worked to standardize the processes used by both companies to test the coplanarity of tens of thousands of units per week.

"At that point, we correlated the measurement technique that we had just installed in Hatogaya with Compaq's incoming system," Ilseman recalls. "The purpose was to ensure that we were all dancing to the same sheet of music."

The Compaq standards were integrated into the TI ASIC division's policy, which states the division's improvement goals.

"TI was very responsive," says Williams. "We really started forming the team between Compaq and TI in both Dallas and Japan. And that teamwork is still going on."

## Improved communication

According to Gross, joining forces to attack problems opened new lines of communication between the two companies. "TI engineers had direct communication with our technicians and engineering assistants who compile the data. That was very important for tracking improvements," he says.

Going a step beyond the informal partnership that developed, Compaq and TI signed a formal partnership agreement, a document Gross says is reserved for Compaq key suppliers.

"We lay down just how we plan to work with each other and what the communication channels will be, how often we will exchange reports of our data and what our expectations are," he explains.

"In TQC terminology, the Partnership Agreement is a plan for continuous improvement," adds Keith Barber, a TI fields sales engineer who works with Compaq. The improved communication between planning and purchasing organizations is one example. "We have a weekly conference call where Compaq prioritizes its immediate requirements. That's been most useful, and our delivery performance shows a lot of improvement."

The Compaq/TI collaboration is another example of problem solving in which a Compaq commitment to quality played a vital role.

# Houston theater benefits from donation

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works for the American stage."

The new musical production of *Svengali*

was written by Gregory Boyd, John Bettis and Frank Wildhorn. Wildhorn and Boyd also wrote *Jekyll & Hyde*, the hit musical production which premiered last season at the Alley and is slated to open on Broadway next year. Bettis has been nominated for an Academy Award for Best Original Song for "Promise Me You'll Remember" from the movie *Godfather III*.

"We are thrilled with Compaq's gift," says Boyd, the Alley's Artistic Director.

"The type of support that they are giving is vital to the creative life of the Alley. Compaq has emerged as a corporate

of the nineteenth century. It is the story of the hypnotist Svengali and his passionate encounter with Trilby, a

away from her friends. Under his complete control, Trilby is trained to sing and achieves great fame as a concert performer, but remains trapped in Svengali's dark hypnotic web. As Trilby's success grows, Svengali's power mysteriously declines, leading to the climactic ending.

The two lead players, Linda Eder and Chuck Wagner, also starred in *Jekyll & Hyde*.

By underwriting this production, the company's name will appear on all advertisements for the musical and on the theater marquee.

BEYOND LOVE...  
BEYOND OBSESSION...

*Svengali*

leader in supporting new works in the American theater."

*Svengali*, which opens in Houston in early April, is set in Paris at the end

beautiful and independent young artist's model. Although Trilby tries to resist the mysterious hypnotist, Svengali uses his powers to lure her to him and



# Houston company meeting prompts employee questions

At the first-quarter company meetings held recently, more than 8,000 Houston-area employees gathered to learn about the company's year-end and fourth-quarter financial results, newly announced products and programs, and other company events and activities.

Like most company meetings, the two-day event was held in the nearby Metropolitan Baptist Church. Highlighting the meeting were three videos produced by the company. The first video recapped the company's successful performance in 1990, the second was a Compaq parody of late-night television record offers, and the third was a humorous instructional video designed to increase security awareness. All three will be available from the Audio Visual Library.

At the meetings, many Compaq Houston employees also had the opportunity to hear Eckhard Pfeiffer, newly appointed Chief Operating Officer and Executive Vice President, discuss the company's direction for the future.

A regular feature of these meetings is the question and answer portion, in which Compaq President Rod Canion fields questions from employees. Because so many Compaq people can't attend these meetings, *Inside & Out* thought it would be valuable to print some of the questions and answers discussed. It's not the same as being there, but the questions give a good idea of what's on the mind of fellow Compaq employees.

Here are questions and answers of interest to Houston employees.

**Q. Will there be a company outing this year? There are rumors that the company picnic was cancelled due to the Middle East war and terrorist threats.**

A. We will be having the Houston-area company picnics at AstroWorld and WaterWorld on April 28 and May 5.

**Q. Have our driving habits on campus improved since the last meeting?**

A. The situation is better, but not great. After I discussed the work rule violation procedure for traffic violations at the last meeting, we still had a total of 21 accidents in the fourth quarter, the same amount we had in third quarter. And speeding on the inner loop hasn't declined much.

**Q. What are we drilling for north of Garage 9?**

A. The Municipal Utility District in which Compaq is located is drilling a new water well to serve our growing needs.

**Q. When will the CCE lake and recreation area be open?**

A. The recreation area has opened for weekend use by employees. It was closed for rain and improvements.

**Q. Is Compaq going to do something for the families of our reservists called to active duty?**

A. We've announced an extension (up to six months) of the pay differential we offer employees called up for military duty. We will also be sending a

tape of one of these meetings to the families of our reservists. In addition, we have extended the benefits plans for these families.

**Q. How could we go about writing to Compaq people who are stationed overseas?**

A. Send the message to Human Resources, which will deliver it to the family members of the employee to be forwarded.

**Q. I've been reading about recycling in the administrative areas. When will there be a recycling program on the manufacturing floor?**

A. We do recycle on the manufacturing floor. All paper waste is taken to the central plant and separated for recycling.

**Q. A question about security — is material placed in the black (recycling) trash cans treated as confidential material?**

A. No. Don't put confidential material in black containers. Shred it. All shredded material is recycled.

**Q. Is there any way to get mirrors in Garages 10 and 11? It's dangerous.**

A. Mirrors do work in other garages. That's good input.

Here are questions and answers of interest to Compaq employees around the world.

**Q. Are we looking into relocation of our manufacturing plants or the development of a manufacturing facility in other countries?**

A. We have three manufacturing plants, each of which serves a particular market. Our Houston plant serves North American markets, our Scotland plant serves Europe and our Singapore plant provides for the growing Asian markets. We're happy with our present distribution of manufacturing facilities, but we're always looking at opportunities. Eventually, we may have manufacturing plants all over the world.

**Q. You've said that Compaq has been able to adjust to market changes easily because of its few layers of management. In light of recent events, can we still make that claim?**

A. The reorganization actually streamlines things, putting operational decisions under one person instead of many. We are continuing to examine that issue.

**Q. How did we do in our goals for the Grand Slam Cup? Why wasn't the event held in Houston?**

A. **Rod:** Houston wasn't one of the choices. The tournament was already planned for Munich, and since that was where our international operations are based, it seemed like a good match. It provided us excellent exposure in Europe.

**Eckhard Pfeiffer:** We're doing a survey to see how the Grand Slam Cup

added to brand awareness in its first year. We were very pleased with the exposure we received. Typically, it takes some time before a sponsorship event develops public awareness. It was a building year for us and for the tournament, but we were pleased with the response we received. We expect bigger-name players to sign on this year, and we're also

looking to add a woman's tournament.

In addition, the ITF (International Tennis Federation) decided the event should be held in Europe and be a worldwide event. The tournament was televised in the countries in which we do business, and was also televised in some markets that we've targeted for our products.

**Q. Does Compaq have any long-range plans for a mainframe product?**

A. We're not developing a strategy to compete with mainframe or mini-computer companies. We're looking at the systems area and high-end workstations, and planning to leverage our strengths in that marketplace. We're continuing to develop our expertise in powerful systems products and powerful workstation products.

**Q. Many technicians need training classes to help us keep up with technology. Does Compaq offer anything that would keep us up-to-date?**

A. Employees who require advanced technical training should contact the Internal Training Department for suggestions on courses that can help them.

**Q. We produce portable-enhanced modems, but we don't produce desktop modems. Why not?**

A. Our portables require special form-factor modems that are not commercially produced, which is why we manufacture them ourselves. The market for desktop modems is highly competitive, with a lot of good, stan-

dard products, so we made the decision not to get involved in that business.

**Q. I have a friend who went to a dealer to buy a COMPAQ PC. The dealer gave her such a hassle that she ended up buying a clone. What can she do?**

A. Tell your friend to call the Dealer Locator number, or contact Dealer Locator through the main Compaq switchboard. We need our dealers to do their job. We hear stories like that of your friend too often. Although we've got a lot of good dealers, we need to know when that occurs, so we can fix the problem.

**Q. What is the company's current position on environmental issues?**

A. Preserving the environment has been a Compaq priority since the beginning. We have worked hard to maintain our natural surroundings. Our buildings are designed to be energy efficient. I firmly believe that the solution to our energy crisis lies in minimizing the waste of energy and natural resources.

**Q. What's the total number of employees worldwide and here in the States?**

A. Worldwide we have over 11,000 employees. In North America, we have about 8,500. In Houston, it's a few hundred less than that.

**Q. How are growth rates in our international areas?**

A. We have a pretty good perspective on our position in markets around the world, and we're always working to understand these areas better. We're pleased with our growth in these areas so far.

**Q. Do we have plans to get into the peripherals business?**

A. We have no specific plans. But we do produce options, and we're continuing to look into these.

**Q. In a recent Hewlett-Packard survey of failure rates, Compaq came out very high, particularly in monitors. Have we noticed these problems ourselves?**

A. We certainly track the information carefully. However, you need to remember that the company sponsoring a survey will always find that it comes up in its own favor. We find our reliability increases over time.

**Q. Has Compaq given any thought to a formal employee exchange program?**

A. **Eckhard Pfeiffer:** In Europe, we encourage our employees to apply for key positions over here, to gain exposure to different markets and develop a more global view. This could work in both directions. However, the number of nominations and direct applications for such positions is not very high.

**Q. Is there any way to change the design of our boxes, so we don't need knives to open them?**

A. That's good input. If anybody has any suggestions, please contact your supervisor.



Eckhard Pfeiffer, Chief Operating Officer and Executive Vice President of Compaq, spoke with Houston employees at the company meeting.



# Employee spends weekends racing on water

If you want to find Compaq Credit Assistant Jerry Lanham when he's not working on the Houston main campus, you just need to know what the season is.

During the summer months, he spends his weekends racing powerboats at locations around the U.S. During the winter, he's building boats for other racers at home.

per hour). Of course, he built his powerboat.

He says he's raced in almost all 50 states at some time or other during his five years of participating in the sport. Because he has no corporate sponsor, he can't afford to fly, so he drives to all his destinations – sometimes driving all Sunday night to get back to Houston in time for work Monday morning. His wife

"I've wrecked several times and have scars all over my body," he says. "It's really not so bad. I have friends who have died in racing accidents." He adds that safety standards in powerboats have been improved dramatically in recent years. It is rare for racers to die in boat accidents now.

Lanham says he doesn't feel so badly about not winning the National Championship race last year. One of the boats he built captured the gold.

During the winter, the Compaq employee builds racing boats with his father, a draftsman. "He's the brains and I'm the labor," says Lanham. Their company is called Yeeeha.

The boats that Lanham builds are successful racing machines. Besides building a National Champion, his boats

have won many other racing titles. A newer boat Lanham has built with his father was not ready for this year's World Championship race. But, since that race, the new boat has beaten the World Champ in every race.

Yeeeha has built about 20 boats. These are hand-crafted of solid wood. The boats are both Sport E, Lanham's class in which the engine can't be over 75 horsepower, and Class SST60, boats that have modified racing engines. Lanham says he might race the more powerful boats himself soon.

So Lanham has been busy this winter when not at Compaq in the Government Collections group. He and his father have been commissioned to build three boats – all by hand and all during their free time.



Compaq employee Jerry Lanham spends his free time working on and racing powerboats.

Last summer, Lanham, who's been with Compaq for three years, raced almost every weekend and placed fourth out of 300 boats in his class at September's National Championship in Kankakee, Ill.

The boat Lanham races has a 75 horsepower engine and can speed up to 90 mph (approximately 144 kilometers

and two children travel with him and are his "pit crew."

"Sometimes I feel that I stretch myself too thin," he says. "It's a balancing act, but I love to race so I do it."

Powerboat racing is dangerous and Lanham can attest to the pitfalls of the sport. He's been lucky, though, with his worst injury being bruised ribs.



Jerry Lanham speeds his way to the finish line.

# Becker claims Australian Open crown

Boris Becker took the men's title in the first Grand Slam event of the year – the Ford Australian Open – played in Flinders Park, Melbourne Jan. 14 - 27.

Becker secured 600 points toward his qualification for the Compaq Grand Slam Cup in December by beating defending champion Ivan Lendl in four sets, 1-6, 6-4, 6-4, 6-4. His win – the fifth Grand Slam title of his career – put him in the world's No. 1 position previously held by Stefan Edberg.

The tournament boasted some surprising results. Unseeded Patrick McEnroe, younger brother of John McEnroe, played some brilliant tennis, reaching the semifinals in his second-ever Grand Slam event.

The surprising performances in men's tennis that highlighted the Australian Open will mean that some relatively unknown players are likely to

be among the qualifiers for the Compaq Grand Slam Cup. The 16 men with the best records at the Australian Open, the French Open, Wimbledon and the U.S. Open, plus two alternates, will be invited to compete Dec. 10-15 in Munich.

The women's title was taken by 16-year-old Monica Seles, who became the youngest person ever to win this championship event.

The unique stadium at Flinders Park, featuring a roof that closes in times of rain, holds 16,000 spectators and was 80 percent filled throughout the tournament.

During the last six days of the tournament, Compaq Australia entertained Authorized Dealers and dealer principals. Play was scheduled mornings and evenings, and approximately 40 guests were invited to each session of play.

The results of the Australian Open have determined that the following players are leading in points for the Compaq Grand Slam Cup.

PLAYER	POINTS
Boris Becker	600
Ivan Lendl	450
Stefan Edberg	300
Patrick McEnroe	300
Christiano Caratti	300
Guy Forget	150
Goran Prpic	150
Jaime Yzaga	150
Jim Courier	150
Wayne Ferreira	75
Richard Krajicek	75
Aaron Krickstein	75
Jan Siemerink	75
Mats Wilander	75
Todd Woodbridge	75
Mark Woodforde	75

## Thanks to entrants

Thanks to everyone who sent in their response cards from the January *Inside & Out*. The ten winners of the drawing of response cards are: Sunny Ahrens, Louetta Crossing; Pat Garza, CCA4; Barbara Gerlach, CCA1; Linda Marquez, CCA9; Harry McAsteer, CCM6; Rosemary Koster, CCA8; Karen Rasso, CCM2; Linda Rudd, CCA2; David Scroggins, CCA1; and Dennis Venuto, CCM4.

These lucky winners won a Compaq Swiss army knife.

Congratulations and thanks for entering!

Don't forget to send in your card from this month's issue!



# i n t e r n a t i o n a l F O C U S



## Compaq Austria prepares for the future

Even by European standards, Austria is old. The country was mentioned for the first time as "Ostaricci" in 996 – nearly 1000 years ago.

Its maturity gives Austria a wealth of tradition. Austria was once the heart of Europe, and played an important role in the development of European culture, politics and economies.

Austrians date the "first golden era" of their country to the time between the 11th and 13th centuries when the Babenbergers ruled. Duke Heinrich II set up his court in Vienna at "The Hof" – a building that exists today.

During this time, an economic boom developed in Austria and

### Country:

### Head of State:

### Prime Minister:

### Population:

### Area:

### Language spoken:

### Country Profile

Austria

President Kurt Waldheim

Franz Vranitzky

7.5 million

32,375 sq. mi. (83,851 sq. km.)

German

### Name:

### Head office:

### Telephone:

### Fax:

### Established:

### No. of Employees:

### No. of Dealers:

### Subsidiary Profile

Compaq Computer Ges.m.b.H.

Hutteldorferstrasse 65

1150 Vienna

011-431-926661

011-431-926661-22

January 1990

18

27

a big conference room. In it, Compaq Austria staff members installed the Compaq Messe Club – an information and communications center.

The club was a hit! Visitors found the innovative room to be a comfortable oasis from the hectic atmosphere of the fair.

A few months later, the team organized an exhibition in coordination with strategic partners Microsoft, Novell, SCO and Oracle, as well as the company's Authorized Dealers in Vorarlberg, the country's westernmost province. The event attracted approximately 300 prospects, demonstrating the company's strength in the region.

### Compaq Grand Slam Cup

To introduce the Compaq Grand Slam Cup to the local sports press, Compaq Austria and Austrian tennis professional Thomas Muster (currently No. 8 in ATP rankings) held a press conference in Vienna. The top five Authorized Dealers in Austria were invited to Munich for the Grand Slam Cup, where they had brunch with Muster and other special guests.

### Internal events

Regular internal training seminars and workshops are held frequently to provide team-building experiences and offer useful information to Compaq Austria employees. Since the staff is still small, these training exercises are often combined with weekend and leisure activities, such as rafting.

Although the number of employees in Compaq Austria is still relatively low – at 18 – expansion continues as the Austrian market for COMPAQ products develops. The time when the entire office could meet around a single table is quickly passing. But, like the country itself, the subsidiary vows to maintain its energy and its charm.



Now in their second year, members of the Compaq Austria team are poised for even greater success.

guests, the company and the event, the opening received extensive coverage by the media, and widespread awareness of Compaq was launched.

To maintain the momentum, Compaq Austria held a Dealer Meeting in April, led by a development group – Team Training. By the end of the day, everyone felt like a member of the Compaq team. Together, Compaq Austria employees and dealers helped develop goals for the year.

### External events

The most important and best-attended electronic data processing trade fair in Austria is the IFABO.

Unfortunately, all the booth space for the 1990 IFABO was already spoken for, so Compaq Austria had to be creative to make its presence known at the event.

All that was offered to Compaq was

many historical buildings, elegant homes and churches were built. The "Innere Stadt" – the city – was built, and still exists today.

At the end of the 13th century, the Habsburgers took power and ruled the Austrian-Hungarian Empire from their main residence, the "Hofburg," until the end of the monarchy in 1918.

In 1918, Austria was established anew as a democratic republic. Today, Austria has nine provinces with 7.5 million people – one-fifth of whom live in the capital city of Vienna.

In this city, therefore, Compaq opened its 13th European subsidiary in January of 1990.

### Compaq Austria

A little over a year ago, Compaq Austria was formed, with a staff of 11 and 22 Austrian Authorized Dealers.

The official birth of Compaq Austria, however, was celebrated Feb. 23 at the Wiener Hofburg, a historical building more than 100 years old. Nearly 400 people were welcomed by Compaq President Rod Canon, then-Compaq President Europe and International Eckhard Pfeiffer, Compaq Germany General Manager Andreas Barth and Franz Janda, General Manager of the new Austrian subsidiary. Special guests at the event were Robert Mosbacher, U.S. Secretary of Commerce, and Wolfgang Schussel, Austrian Minister of Economic Affairs. Given the surroundings, the



The 100-year-old Wiener Hofburg provided an elegant backdrop for the announcement celebration of Compaq Austria.



# Yee Ha! Compaq sponsors domino tourney



*Tiffany Walk Retirement Center residents put on their western duds and gathered for the Compaq-sponsored Second Annual Go Texan 42 Tournament last month. The event was held at the VFW Club in Tomball near the main campus. Approximately 120 domino players turned out for the event, which included a luncheon and awards ceremony.*



## Drilling for water




*Many Compaq Houston employees wondered if the company was getting into another line of business when they saw the rig north of Garage 9 near Louetta on the main campus. The drilling rig is searching for water – not oil. The well will provide water for new buildings on the campus. After the well is complete, a water line will be installed and an off-site ground storage tank will be built for additional water storage. Construction of the new water line will begin this summer.*

### *Noted with regret*

**R**odney L. Ross, 27, died Feb. 3, 1991. He had been employed with Compaq as an R&M Tech II/Engineer in CCA5 since July 6, 1987.

**COMPAQ**

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